

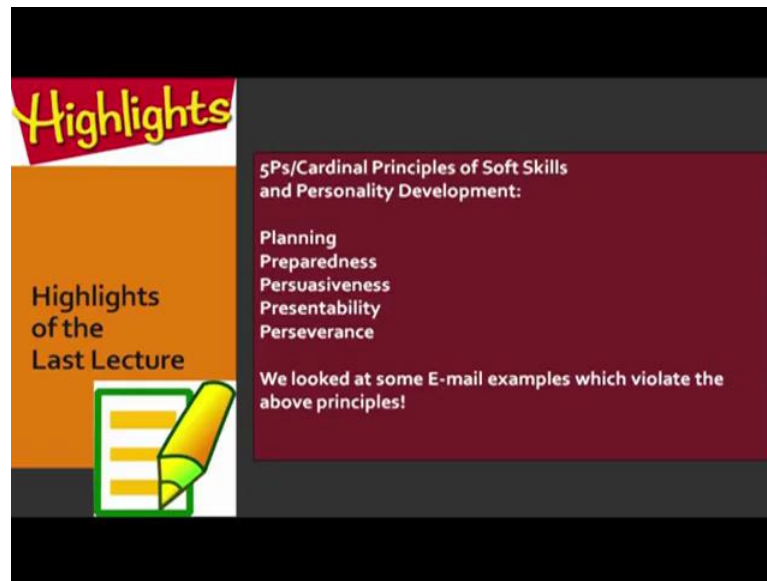
Developing Soft Skills and Personality
Prof. T. Ravichandran
Department of Humanities and Social Sciences
Indian Institute of Technology, Kanpur

Lecture – 28
Technology and Communication: How Not to Send E-Mails!

Hi, Hello everyone. I welcome you all once again to my course and developing soft skills and personality this is IIT Kanpur giving you through NPTEL mooch format. We are one week 5, module number 4 and lecture number 28 this week the focuses on technology and how it is influencing communication particularly human communication in the last 2 lectures. I have started introducing to you about mobile and how, it is effecting us and then slowly I shifted to the focus on email and how much we are rather miss using emails because we do not understand the basic principles which are guiding emails as well as developing our soft skills and personality in general.

Now, in this one to continue with a same thing that I did last time, but this time I will focus more and how not to send emails in the sense how not to send bad emails. So, this is very important because sending good emails or going to create good effect, but then sending bad emails it is better that you do not send the met all. So, before we actually start the discussion. Let us take a quick look at what I did before particularly I focused on the five pieces which I call as the cardinal principles of soft skills and personality development planning preparedness persuasiveness, presentability and then perseverance

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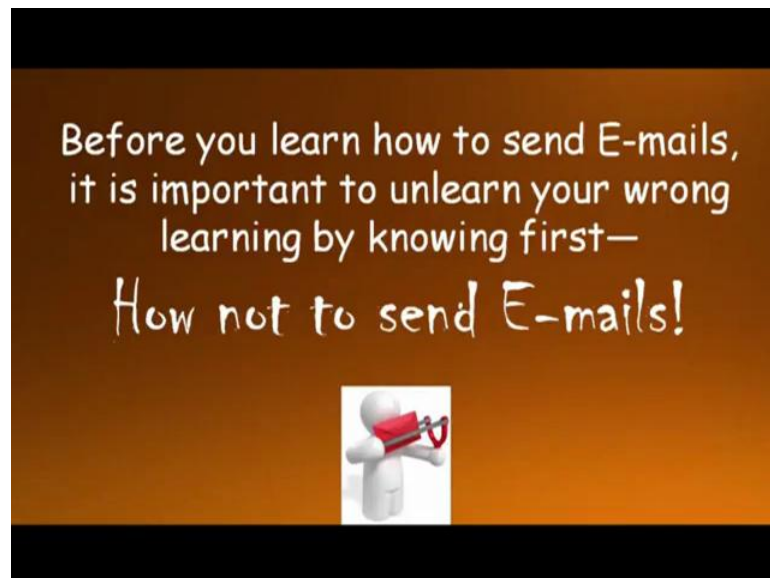
So, even in terms of habit if you look at it, you need to plan to develop a good habit or change a bad habit suppose, let us say you cannot get up early in the morning. So, you have to plan. So, you have to prepare like setting and along or asking somebody to wake you up or keeping some attractive things like buy a new walking shoes or a jogging shoes or a new costume for jogging. So, that is preparedness persuasiveness usually in terms of influencing convincing somebody suppose you have to convince somebody to change a new habit, you have to use a persuasiveness presentability is the overall effect not just the appearance the decoration that is use, but also the inner content that determines how could you are in terms of quality and finally, perseverances continuing taking efforts not to stop because your discourage by something.

As a set some of you have been emailing me sending putting your ideas and the forum saying that you are able to continue 1 or 2 say that struck. We tell us how to continue. So, I what say perseverance like go back start again continue. So, do not loose art in terms of forming good habit is particularly do not loose art, now email writing is an art and I would rather say everything you do in terms of communication in terms of developing your soft skills as a very settle learned no once d art a difficulty in that is it is very difficult to teach overtly. But then if you learn it and gain from it you know that you have it and then it, gives you lot of confidence and people start liking you people start

approaching you people start listening to you and people run of after you, they want you to come and talk to them they want to you talk to somebody and influence the person.

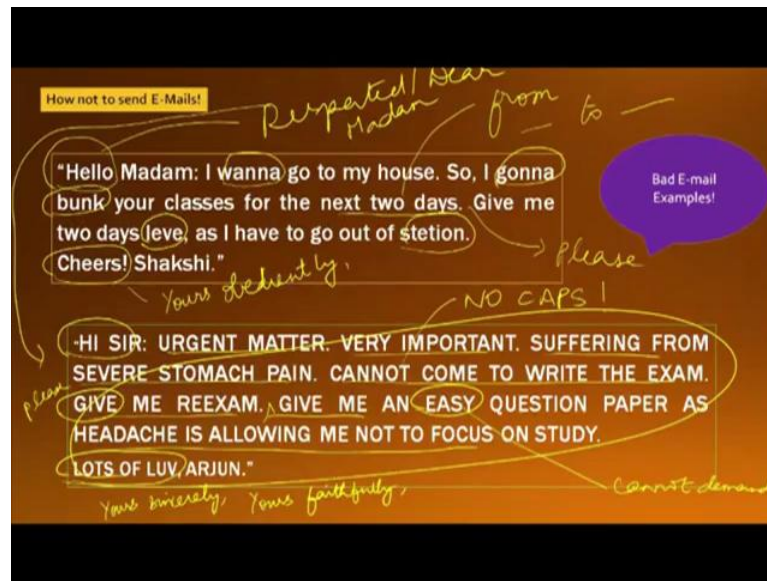
Now, in a different context we were applying this principles and we are looking at the emails and then, we looked at some email example which violet all these above principles in this one again I am going to continue with the same mode of thought. But I am going to highlight how not to send really bad emails let us look at some examples and analyze them which will prepare you for the theory part which I am going to discuss in the following lectures.

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Look at this, this is the thought which I concluded last time before you learn how to send emails it is important to unlearn your wrong learning by knowing first how not to send emails. So, this is the most important think that you should know how not to send emails.

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I am not going to theorize many of we have light that I am using a practical approach he wrote the emails samples that, I have got from email interactions with various people most of the my student some of them my colleague some of them vendors some of them unknown people asking for suggestion; quarries, applications etcetera, but most of them or bad email examples.

Now, look at simple one like this "Hello mam: I want to go to my house. So, this is a leave application central you need. So, I gone of bunk your classes for the next two days, give me two days leave, as I have to go out of stetion Cheers! Shakshi. Look at the next one; hi sir, urgent matter. Very important. Suffering from severe stomach pain. Cannot come to write the exam. Give me re-exam. Give me an easy question paper as headache is allowing me not to focus on study. Lots of luv, Arjun." obviously, do you think that the receiver at the other side the teacher is going to grant the first one; Shakshi leave and the second one; re exam or giving a better question paper that will help Arjun; obviously, no let us look at the part in which it has gone bad often worst.

Look at the salutation it is elf; Hello, mam is to informal and lets you know somebody. So, thoroughly from your childhood and who is a teacher who likes you, who is a well wisher who is your family friend and then if the person is not known to be on the safe

side it is respecter mam or dear mam even some people in Indian context lone like dear mam, but there is nothing. So, close in terms of dear, but it is still considered of formal way of addressing a teacher.

The other language that is very informal and (Refer Time: 06:44) kind of language abbreviated to use I want to. So, it is like I wanna go to my house. So, "i gonna"-i am going to bunk is again a very wrong use of word, where you should have said I will remain absent or I will miss your classes for these once. So, bunking shows a will full play full missing of classes for the next two days say it is important you just say from this date to this date give me is bad please give me 2 days and then leave in, leave it is elf you make a spelling mistake it creates a very bad impression as I have to go out of station again spelling mistake in station and probably they should come first. So, respected and dear mam or respected or dear mam as I have to go out of station for an important marriage or an important exam that I have to attend to tell the reason, I will not be able to attend your classes on these days. So, hence I request you to give leave.

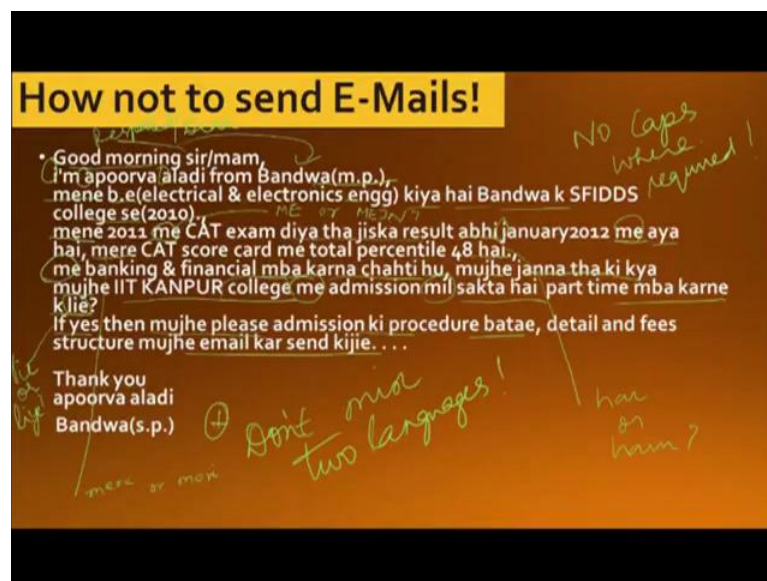
Now, the conclusion cheers. So, that is again bad it is as if your writing to your close friend you should be, we was obediently in this context and then the name and look at the next one, the first bad thing is no capital letters at all like this continuously it is not a telegram, that you sending you are sending a letter in which your requesting for re exam. So, you have to be very polite and cannot shows that your hurried your impatient high sir is again a much uncultured way of addressing your teacher unless the teacher is so close. So, it has to be same like respected sir or respected mam depending on the person whether it is lady or a male teacher this urgent matter very important in this telegraphic language should be avoided proper sentences should be used and then, give me re exam first of all any give directly asked without the polite marker, please give me re exam please give me an easy question paper even if you use please is going to be absolutely bad and irrelevant because you cannot demand and easy question paper you cannot first of all choose something as the provoke goes beggars must not be chooses.

So, you already begging the teacher to consider for a re-exam and then, you cannot choose how the question paper will be set for you. So, you cannot demand that whether you have headache or whatever it is whether you are able to focus on study or not. It is

not the concern of the teacher; you have to really impress the teacher by your presentability, perseverance by giving real facts. So, that the teacher feels concern for you. So, when the teacher reads this one lots of love already the teacher is annoyed irritated with you. Where the teacher is expecting at least some obedience your sincerely yours faithfully yours obediently, but here ending with this is going to cause further irritation and then your name.

So, avoid this kind of mails which actually sends the wrong signals which typically shows that your lacking soft skills on the one hand, you show that your concerned about it on the other hand the truth may be that you are not being hold to correct yourselves. So, now, you are getting the chance. So, try to correct and then improve.

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Let us look at some more examples how not to send emails look at this, this also one of the mails that I received look at the beginning, Good morning sir/mam I am apoorva aladi from Bandwa (m.p.), look at the remaining part I am not going to read it first take a quick look and then, I am going to discuss this take one or two seconds to look at it and then I will just discuss with you I hope your taken a quite look at the way I want to look at this.

Now, first of all you cannot begin with good morning in formal one, before first saluting the person as respected mam or respected sir or dear mam and then, you can say good morning sir, good morning mam. So, that should proceed and then this is again a bad mail because unlike the previous mails where, I should where the student used complete capital letters. Here it is mostly small letters and no regard respect for punctuation and no capital letters, where it is really required for example, I should always be in capital letter because, it is considered a royal pronoun and also it is a pronoun you have to use capital letter for I and using I in small letter form, indicates that you do not know the basics the fundamental aspects of writing English language and this is an email actually it was returned to the vice chairman of gate asking and inquiry.

So, you are writing to somebody, who is in such a high position and you should double check your mail and then you are trying to tell that you want to become an MBA candidate. So, today the common in MBA, whether it is g d or interview, it is conducted I English and they or also assessing your English skills along with your soft skills and communication skills and this is the letter you have send, I you missed it what about your name, name it is elf again capital letters or not there Apoorva Aladi a is missing then from this Bandwa m p sometimes s p. So, things are not very clear whether it is m p or s p and then after that, whether it is m e n e is mean or in Hindi I think she is trying to say [FL] b e again it should be in b capital e, capital indicating bachelors degree in electrical and electronics engineering again, r e should be in capital and then [FL] whether it is [FL] or [FL] see even in Hindi, when it is written in English the candidate is not able to convey it correctly and then this Bandwa k s f I d d s, what is this institute? What is this college what is the full form of this, how will the person know? So, college say and then after that there is no space some 2010.

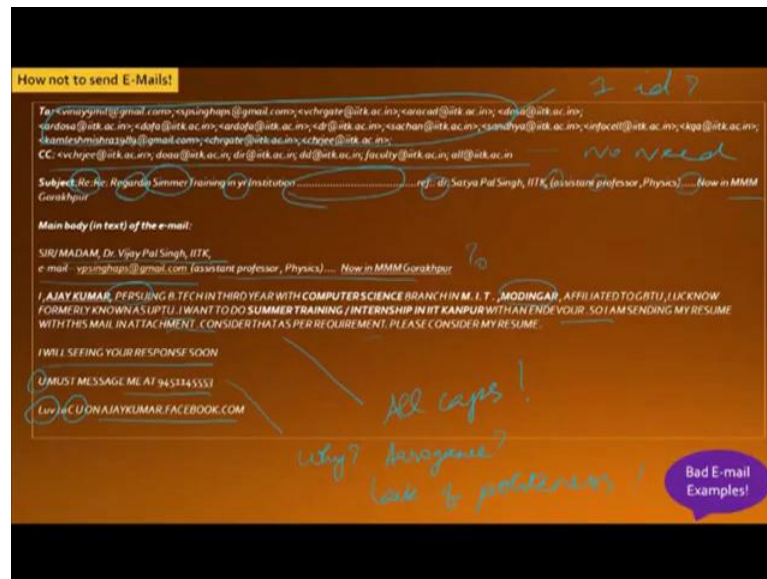
Then [FL] again 2011, whether it is me in English or may; obviously, it is may for are, but then if does not know, Hindi suppose a, non Hindi person s reading this and the person knows only English the person will give this has me cat exam, result hubby all this what has to be in English, January month it should be in capital j after, January there should be space then year again me or may [FL] and then m e r e is it mere in English or [FL] or merry. So, when somebody knows only English it is very difficult to read this mail cat score called me or may total percent will 48 high or [FL] again me or may

banking and financial MBA are MBA. If you want MBA it should be m capital dot b capital dot a capital dot [FL] by this time who more is reading would not feel like responding to this person and would also think, that why do you want to do MBA your not to even fit to do even, the basics of a course that needs high skills in terms of communication why do you think of MBA. So, that is what a person will think immediately.

And then admission [FL] part time MBA [FL] k l I e k lie as suppose you to truth lie in English or lie now it is [FL] also do you write l I e a or l I e. So, even the Hindi translated into English is wrong if has done [FL] admission [FL] procedure bata or [FL] detail and fee structure [FL] email [FL] sent [FL] thank you finally, another phase in this one Apoorva Aladi Aandwas (S P). Now the most important thing you should know is this is where I say complete lack of presentability. So, untidy, so ugly, dirty in terms of sending an email not respect for punctuation capital letters and mixing of two languages or assuming that the other person knows both of the languages. When the standard one is accepted is English and when you are not sure whether the other person knows it or not. If you do not know ask somebody who is able to draft the letter for you that is in terms of planning and preparedness prepare a good letter and then send it to the concerned authority. So, that will create a good impression for you.

Now, let us look at some more examples that will make you understand what I mean by sending good emails now look at this for us, one of the worst emails that I got and it has almost everything that is wrong.

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Everything that I want to teach you I can teach only by discussing this email. Take a quite look and then I am going to analyze this. If you look at it two it itself has got. So, many email id is c c has got. So, many email id is then it is replay or e e then some are spelling mistake is there and then capital use. Now let us see how we can closely analyze this and then improve your email writing skills and soft skills. First of all to actually this person is sending to only one faculty asking for internship. But look at how many email id is now this student is thinking you send emails to 1000 people at least one people will respond to it.

Now it is the other way round when you send to 1000 people everybody things that everybody else will respond and nobody responds to the person finally. And; obviously, when you ask for internship your mail reflects your personality, your mail reflects that your lacking the 5 piece which are required in soft skills your completely a person who lacks in soft skills and why would they call you and then keep your in internship, and look at this c c that you have send to dova. Dova is actually dean of academic effects to whom a need not send it then b c h or j e e is vice chairman j e to whom he need not send it at all then director at IITK and then d d is deputy director faculty at iitk.esc.in will go to let us say around 500 people all at iitk.esc will dot to around 10,000 people.

Now, why is he sending whom easy asking that 10,000 people will include students of first year then, some workers staff? So, whom do I want internship to be given to him? Now look at the subject is written re-re actually he has used some mail again and again got the email ides although it is the first mail he is writing he has written re-re indicating replay-replay, but it is not the replay, then regarding summer spelling mistake simmer he has written training in your institution your short form which is again wrong in a formal one and unnecessary dots reference or capital is not there; doctor is written without using capital letters then again assistant professor no capital letters and then dots unnecessarily used and then if you look at the main body he say see know some Satyapal Singh, but then here somebody by name Vijayapal Singh is referred to which Singh is the one known to him un to which Singh is writing whether Satyapal or Vijaypal is not clear.

Now, if you know somebody there why is your writing to which person here then look at the next one the things writing in capital letters will indicate that it is very important, but it is creating a very bad impression because you cannot read it clearly. So, perceiving again spelling mistake and then every time before a punctuation that is full stop here given space actually all spaces will come after punctuation not before that is after full stop or coma space should come say here after the full stop no space, which is again wrong use of punctuation marks.

So, will seeing your response soon. So, it is not the right way to write, I am expecting a favorable replay and then saying you must message me at my number now you cannot demand and it sounds like why should I respond with the person who reach it is will feel and definitely will feel whether it is arrogance or lack of politeness. And then even the last one if you look at it the last rays love to see you love in short forms see you abbreviated and where on Facebook he is just telling the person whom he does not know and you wants internship and then you saying just come and join me and Facebook will go for a chat.

Now; obviously, we can know like this is utter ignorance of how to get internship, may be the student is really good really sincere capable of doing very good internship with the concerned faculty, may contribute to IIT Kanpur also and may also gain from IIT Kanpur, but since the person lacks as how to present himself, there is no planning

preparedness. So, complete lack of decorum in terms of writing in email and it sense the wrong signal and even if the person is recommended for this one is not going to get it. Having said this should be of afraid of using emails? No you should use emails effectively because in day and day the communication is invariable becoming suffused with the emails, you cannot escape it. So, it is like in places like corporate officers and technological institutes' people have 4, 5 email ides and then everyday every minute is decided by using emails you cannot escape it. So, escaping will actually keep you left out and you will be completely out of this technological boom that has happen.

Embrace technology, but with knowledge that excessive of anything is dangerous, use email in a very limited effective manner use that to enhance your soft skills and personality, use that as an art the tells much about you, but not that a something that indicates the worst form of you. As I have try to show you in the previous once as a concluding thought lets I just discussed a very serious one, let us look at a small joke and then lets finish this lecture.

Look at this joke it goes like this. So, the boss and the employee; the employee has come and the boss says.

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You should check your emails more often; I fired you over three weeks ago. So, in many corporate offices even firing somebody that is dismissing somebody from job, terminating somebody from job can be sent through email and then they will just send the pay check and then drop another later and the scan later go can go and then they need not come to the office at all. So, he just says you should check your emails more often. So, this guy has not checked it for about three weeks. Now in the modern day leaving emailing checking for 3 weeks could be two dangerous you miss so many things, but at the same time you need not feel anxiety you need not feel overly suffused with this kind of thing if only you learn how to handle it.

Now, in the next lecture or so, I am just going to discuss us how we can form some email norms, and adopt it is adequate. So, that you are able to send emails effectively. So, with this note I conclude this lecture.

Thank you for watching this video, I hope you enjoyed watching this have a nice day.